Analysis of March 2003 QA Results for Food Stamps
(as of 100% due date)

Sample Size: 97
            (drops excluded)

Statewide Total March:

Total Issuance in Sample:	$15,556.00
Total Number Error Cases:	15
Error Amount Total:	$ 1,413.00
Percentage of Dollars in Error:	9.1%

FFY 2003 Error Rate YTD: 9.8%

Milwaukee County March:

Total Issuance in Sample:	$ 6,528.00
Tot Number of Error Cases:	10
Error Amount Total:	$ 777.00
Percentage of Dollars in Error:	11.9%

FFY 2003 Error Rate: 13.4%

Rest of State March:

Total Issuance in Sample:	$ 9, 028.00
Total Number of Error Cases:	5
Error Amount Total:	$ 636.00
Percentage of Dollars in Error:	7.0%

FFY 2003 Error Rate: 7.0%

CHANGE REPORTING WAIVER (Phase 1)

A review of error cases that in the best-case scenario would not be considered errors under the new change reporting waiver shows the following results. The error rate for March would look like this:

- **Statewide Totals:**

Total Number Error Cases:	8
Error Amount Total:	$601
Percentage of Dollars in Error:	3.86%

- **Milwaukee County Totals**:

  Total Number of Error Cases: 6
  Error Amount Total: $548
  Percentage of Dollars in Error: 8.39%

- **Rest of State Totals:**

  Total Number of Error Cases: 2
  Error Amount Total: $ 53
  Percentage of Dollars in Error: 0.6%

Statewide, of the 15 errors, 7 were agency preventable errors, and 8 were client failure to report errors—7 of which would be considered non-errors under new waiver . Only one client non-reporting error would still be included as it exceeded the 130% FPL reporting threshold.

Overview of the errors and where they occurred:
- Of the 8 client errors, half were in Milwaukee and half the rest of the state, which somewhat parallels caseload percentages.

- Of the 7 agency preventable errors, 6 were in Milwaukee, which could indicate a need for concentration of training/monitoring effort in Milwaukee.

What kinds of things are clients not reporting?
A variety of things were not reported: new employment, wage rate increases (2), self-employment and Child Support, household composition changes, Unemployment Compensation.

What types of errors are workers making?
- **Failure to verify:** shelter costs, foster care payments
- **Failure to act on reported changes:** shelter and utilities at reported move
- **Failure to correctly budget:** earned income; 18-yr-old student income; utilities
- **Failure to exclude** ineligible student.

"Worst Cases" contributing to the error rate for March   (excluding client errors) Selected two:

(Milwaukee County) - $256 error; agency failed to budget an 18-yr-old high school student's income despite alert on job and alert when the person turned

18. Agency also failed to budget any child support at the application or throughout the certification period.

(Milwaukee County) - $92 error; calculation errors on two separate jobs. First was pay income converted by 2.15, although the person is only paid semi-monthly, so the conversion factor is 2. On the other job, the agency used four more hours in their income projection than were reflected in the pay history. There were no case comments QC could use that may have clarified/justified the higher figure.

mbw
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